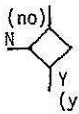
280 TERMINAL ONLY

This book covers situations on 280 Registers where it is necessary to call NCR.

Any situation not covered by this book is an internal David Jones problem and you should contact E.D.P., Market Street.

EXPLANATION OF SYMBOLS USED



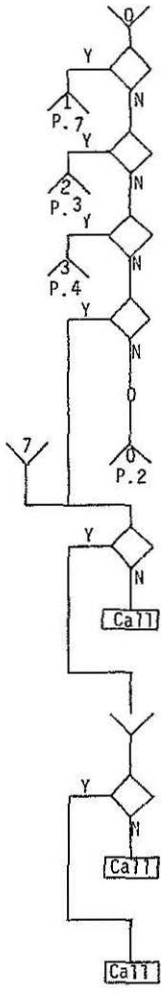
Decision
Answer question and take direction indicated

Entry point to flowchart indicates point come from

Exit point. Number indicates next entry point and page.

Operator action point

Use terms from here to describe fault when placing call



Red light on?

Qualification panel light on?

Tone on?

Cash drawer closed?

Close cash drawer

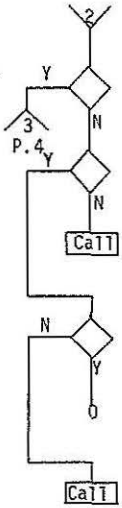
Display reading .00 and total descriptor on

'280 completely dead'

Is the printer motor running?

'Printer motor not functioning'

'Printer not transversing'

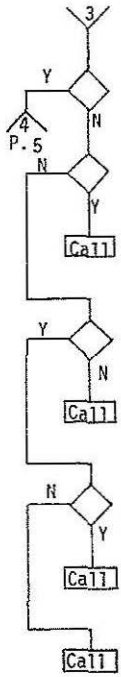


Keyboard functioning correctly?

Any reaction to keys pressed, keyboard click, red error light bad tone etc?
'Keyboard dead'

Error light and bad tone when enter bar pressed

Check display for operator messages and proceed as required.
If error still present place service call describing what type of sale used, what descriptors lit, what display on, and what error condition results.



Printer functioning O.K.?

Receipt or slip jam?

'Receipt/slip jammed'

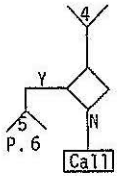
Is the printer motor running?

'Printer motor not functioning'

Is the print (out of line), (faint) or (missing)?

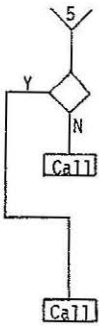
'Print (as above) on receipt/slip/journal/ all three'

Describe any other fault i.e. 'printer noisy', 'journal low light won't extinguish', 'journal cassette trouble'



Is the display functioning correctly?

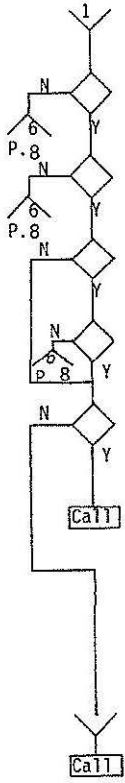
'Numerals not lighting'
'Descriptors not lighting'
'Some segments of numerals or descriptors not lighting or turned on'



Is the cash drawer functioning correctly?

'Cash drawer not opening'
'Cash drawer not closing'
'Cash drawer broken'
'Cash drawer stiff'

Any other fault please describe as fully as possible



Is the qualification light on?

Is the (comm-alert) communications alert descriptor on?

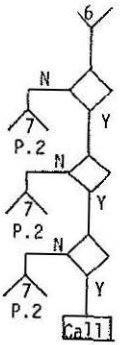
Is the tone on?

Does the tone stop when clear key is pressed?

Does the 280 print //////NT////// after each transaction on the journal roll?

280 is 'off line'. No data is being collected anywhere. Personnel should check other 280's in the area. If any more than one 280 is off line the fault is more likely to be in the 751 concentrator.

280 is not interactive i.e. it is not talking to the Computer at Market Street. If this condition exists on more than one 280 the fault is likely to be in the PMG line or the central computer. As there is no //////NT////// on the journal roll this means the data is being captured on the 761 cassette attached to the 751 concentrator. At this point the 751 should be checked for correct operation.

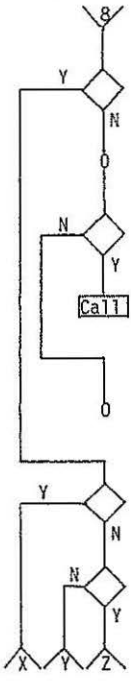


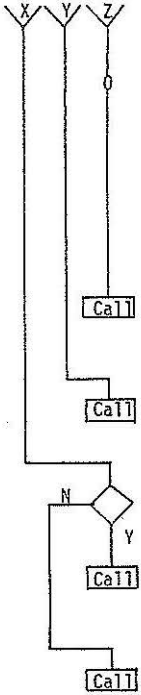
Is the printer motor running?

Is the keyboard inoperative?

Is the display blank?

280 has 'memory errors'


8
Y
N
Is the 751 'on' light on?
Check power switch and power outlet
N
Y
Power present at plug?
Call
751 not powering up
Call Store electrician
Y
N
Is 'poll' light flashing?
N
Y
Is the cassette clicking occasionally?
X
Y
Z



751 is not being polled but is data collecting. Check with Market St. Computer Centre to make sure the store is being polled. If store is being polled, place a call with NCR.

'751 is not responding to poll but is data collecting'

'751 not responding to poll or data collecting on cassette'

Is the cassette clicking occasionally?

'751 is being polled but is not communicating correctly'
'751 is data collecting'

'751 is responding to poll but is not data collecting on cassette'
This is normal condition of the 751.
If a number of 280's are off line the call should state how many and whether or not the 751 is malfunctioning.